

<u>Policy Title</u>	Examination Contingency Policy
<u>Policy Category</u>	Compliant
<u>Owner</u>	Assistant Director Quality (TLA)
<u>Group Executive Lead</u>	Executive Director of Quality
<u>Date Written</u>	October 2019
<u>Considered By</u>	N/A
<u>Approved By</u>	Executive Board
<u>Date Approved</u>	January 2020
<u>Equality Impact Assessment</u>	The implementation of this policy is not considered to have a negative impact on protected characteristics. Additional considerations are provided within the body of the policy.
<u>Freedom of Information</u>	This document will be publicly available through the Group's Publication Scheme.
<u>Review Date</u>	September 2021
<u>Policy Summary</u>	The purpose of the NCG Examination Contingency Policy is to ensure that there is a consistent and effective response across the Group in the event of a major disruption to the examination system affecting one or more of the colleges of NCG. It is a requirement of the Joint Council for Qualifications to have this policy in place.

<u>Applicability of Policy</u>	<u>Consultation Undertaken</u>	<u>Applicable To</u>
Newcastle	Yes	Yes
Newcastle 6th Form	Yes	Yes
Carlisle	Yes	Yes
Kidderminster	Yes	Yes
Lewisham	Yes	Yes
Southwark	Yes	Yes
West Lancashire	Yes	Yes
Group Services	Yes	Yes

<u>Changes to Earlier Versions</u>	
<u>Previous Approval Date</u>	<u>Summarise Changes Made Here</u>
October 2017	Applicability of policy to staff added. 'NCG Online' updated to 'Moodle'. In 'Insufficient number of trained invigilators' section, additional point added instructing to postpone any on-demand exams. 'Examination Contingency Day' added. Contact list updated.
January 2019	Amendments to staffing in Disruption in the distribution of examination papers. Update to the summary section for each college, including risk and contingency planning and exam manager contact availability in the examination period. Contact list updated.

<u>Linked Documents</u>	
<u>Document Title</u>	<u>Relevance</u>
Assessment, Internal Verification and Moderation Policy	The implementation of an examination contingency plan must ensure that the principles as described in the Assessment, Internal Verification and Moderation Policy are taken into account.

Examination Contingency Policy

1. Purpose

The purpose of the NCG Examination Contingency Policy is as follows:

- Ensure a consistent and effective response in the event of major disruption to the examination system affecting one or more of the colleges of NCG.
- Minimise the risk to examination administration and any adverse impact on learners.

Implementing the policy will safeguard the interests of learners while maintaining the integrity of the examination system and safeguarding qualification standards.

2. Scope

The policy applies to all learners undertaking a Further Education or Training course within the colleges of NCG and staff members who are involved in, or have overall responsibility for, the preparation and running of examinations and assessments within their college.

Each college must have their own college Examination Contingency Plan detailing specific local arrangements, a draft of which is suggested in Appendix B. All local procedures in relation to examination and assessment contingency planning must comply with this policy.

For the purposes of this document, the term 'college examination lead' includes any member of staff with responsibility for the running of examinations within their college. Key responsibilities of the college examination lead are identified in Appendix A.

The term 'centre' refers to the location where learning delivery and examinations take place within a college.

3. Policy Statement

The policy will be implemented in the event of a major disruption to the examination system, which may include:

- Absence of the college examination lead during a critical stage of the examination cycle
- System or power failures
- Widespread illness
- Travel disruption
- Bad weather
- A major incident affecting the local area

Any actions taken will be subject to the advice of the official agencies dealing with the specific circumstances being faced, for example the police, Environment

Agency or Health Protection Agency or in the event of internal issues, the relevant awarding organisations.

The priority when implementing contingencies will be to maintain three principles:

- Delivering assessments to published timetables in order to minimise disruption to learners.
- Delivering results to published timetables.
- Complying with regulatory requirements in relation to assessment, marking and standards.

4. Communications

The method of communication which will be used in the event of disruptions must be established by the college as part of a general business continuity plan. Examples include, announcements displayed on the college's website, Moodle or direct communication via phone calls or text messages.

4.1. Local disruption:

- Communication from the principal/ person leading the management of the incident with the college examination lead, teaching staff and learners is needed to keep all stakeholders informed of required actions.

4.2. Major disruption:

- Details of specific contingencies agreed across awarding organisations involved in the examinations process will be confirmed on the Ofqual website (www.ofqual.gov.uk/) and proactively communicated to relevant stakeholders. This includes communications between the organisations involved in the response and communications to stakeholders such as centres, learners, parents or carers and the public.

Once recommended actions have been confirmed by the awarding organisations, the college lead and the college examination lead will issue guidance to staff and learners on the actions to be taken.

5. Examples of disruption

5.1. Absence of the college examinations lead during key points of the exam process

Criteria for implementation: Key tasks cannot be undertaken (e.g. entries deadline, results day, large examination day)

- College SLT to ensure that trained, knowledgeable staff are available to keep the examination administration running without accruing late fees or disadvantaging learners.

- Processes for the completion of all examination processes/ tasks must be fully documented, kept up-to-date and accessible to other staff within the college.
- Where the absence of the college examinations lead will be for an extended period, e.g. for a period of over two weeks*, the use of trained examination staff from other areas of NCG may also be available as an option to the college. See Appendix C for college contacts.

* The impact of the absence of the college examination lead will be dependent on the resources that the college operates with and the expertise and knowledge of examination processes that other staff have.

5.2. Disruption of teaching time

Criteria for implementation: College's delivery location closed for an extended period interrupting the provision of normal teaching and learning.

- Learners must be prepared, as usual, for examinations. The college should plan to facilitate teaching and learning by an alternative method or alternative location.
- The use of online teaching and learning resources should be considered.
- In the case of modular courses, learners should sit the examinations in the next available series. Where examinations are available 'on demand' the examinations can be re-scheduled.
- Priority should be given to examinations which have fixed dates set by the awarding organisation and where opportunities to take the exam at a later date are not available. Other premises of the college should be utilised wherever possible.
- The college must communicate with learners, using the established communication plan, the plans that will be implemented to address this interruption to teaching.

5.3. Disruption in the distribution of examination papers

Criteria for implementation: Disruption to the distribution of examination papers from awarding organisations in advance of examinations.

- College examinations lead to contact the awarding organisations who should be able to provide the college with electronic access to examination papers via a secure external network (under JCQ conditions) The awarding organisations can also fax examination papers if electronic transfer is not possible.
- College examination lead to ensure that copies are received, made, by a suitably trained member of the exams/invigilation team and stored under secure conditions in compliance with the awarding organisation guidelines.

- Staffing levels should be sufficiently considered to ensure that exam papers can be distributed quickly on peak exam dates.
- Alternatively, the awarding organisations can source alternative couriers for delivery of hard copies of examination papers.
- It is the responsibility of the college examinations lead to ensure that all awarding organisations have up-to-date contact information for the college.

5.4. Loss of appropriate rooms to hold examinations

Criteria for implementation: Disruption to a scheduled examination room e.g. breakdown of heating, flooding of room, room has become unsafe.

- Priority must be given to re-allocating rooms for examinations. The college examination lead should liaise with the Estates team to find suitable alternative accommodation.
- Alternative accommodation externally should be sought where no internal accommodation is available. Options for such accommodation should be considered in advance of examination series commencing, and listed in the college's local plan.

5.5. Insufficient number of trained invigilators available

Criteria for implementation: Invigilator absence on day of examination, additional invigilators required due to a late change such as a change of examination location or late entries or late requests for separate rooms for learners.

- List of trained invigilators, their availability to work (dates and times) and their contact details to be available.
- A formal invigilator registration desk should be utilised to formally register agency/casual staff on arrival, alongside their experience.
- Teaching staff and support staff could be trained to support invigilation shortfalls.
- Check if it is possible to amalgamate any of the separate rooms used for learners with access arrangements to release an invigilator.

5.6. Centre is unable to open as normal during the examination period

Criteria for implementation: Buildings scheduled to hold examinations in, cannot be used or whole campus inaccessible e.g. due to weather conditions or a local incident.

- If possible, the centre should open for examinations only.
- SLT and college examinations lead to consider alternative available spaces.
- If no alternative space, contact the Principal and inform the Executive Director of Quality.

- Contact the awarding organisation and take advice on what to do next. Contact details should be held as a local annex to this policy.
- Full postal address of alternative accommodation that affects the full cohort required by college examinations lead to submit to all of the relevant awarding organisations.
- Pre-established communication plan to be enacted.

Examinations that cannot go ahead

- Teaching staff and examinations lead should work together to identify any learners who are able to sit any examinations missed at the next available series this is possible.
- College examination lead to liaise with awarding organisations to submit special consideration for learners where they have met the minimum requirements of the qualification but have been unable to sit the remaining examinations due to the disruption.
- Examination Contingency Day: An 'Examination Contingency Day' has been introduced by the awarding organisations under the JCQ. All learners taking examinations in this series must be instructed that they are to be available on this day, should exams be postponed due to any kind of disruption and need to be rescheduled to the allocated contingency day.

5.7. Learners unable to take examinations because of a crisis - centre remains open

Criteria for implementation: A threat to the health and safety of the learners if they attended the centre, such as travel disruption, threats to the transport system, the spreading of illness or a major incident that has occurred in the local area.

- The college will liaise with learners using the established communication plan to identify whether the examination can be sat at an alternative venue in agreement with the relevant awarding organisations.
- The college lead/ examinations lead should contact the relevant awarding organisations for advice.

Examinations that cannot go ahead

- Examinations which are to be rescheduled to the allocated 'Examination Contingency Day' for that series will be determined by the awarding organisation(s), and is not the decision of the college.
- College examination lead to liaise with awarding organisations to submit special consideration* for learners who have met the minimum requirements of the qualification but have been unable to sit the remaining examinations due to the disruption.

*Learners are only eligible for special consideration if they have been fully prepared and have covered the whole course but are affected by adverse circumstances beyond their control. If a candidate chooses not to sit an

examination for other reasons they will be informed by the college examinations lead that special consideration rules will not apply.

JCQ guidance on special consideration can be accessed through the JCQ website: www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance

5.8. Learners unable to take an examination that has been scheduled away from the college's premises

Criteria for implementation: Exam venue which is not the main centre address e.g. at a learner's workplace, and an incident prevents the learner either from travelling to the venue or accessing the building itself.

- College examination lead or assessor to liaise with the learner and the employer to implement an action plan.
- Alternative venue should be identified, where possible which is compliant with the awarding organisation's regulations.
- If the examination is available 'on demand' reschedule to another date to allow a suitable venue to be identified.
- On-screen examinations may be able to be taken 'offline' and downloaded to a laptop to enable the examination to be completed in a different location.
- Alternatively, the college may be able to apply to awarding organisations for special consideration for learners where they have met the minimum requirements.

5.9. Disruption to the transportation of completed examination papers

Criteria for implementation: Delay in normal collection arrangements for completed examination scripts.

- College examination lead will seek advice from awarding organisations and the normal collection agency regarding collection. The college will not make arrangements for transportation without approval from awarding organisations.
- The college will ensure secure storage of completed examination scripts until collection.

5.10. Assessment evidence is not available to be marked

Criteria for implementation: Large scale damage to or destruction of completed examination scripts/ assessment evidence occurs before it can be marked.

- College examinations lead to notify the relevant awarding organisations immediately.
- Apply for special consideration for the affected learners when advised to do so.

- The awarding organisations are to generate candidate marks for affected assessments based on other appropriate evidence of candidate achievement as defined by the awarding organisations.
- The learners can then retake the affected assessment at a subsequent assessment window, if possible.

General contingency plan

- Learners should be advised to retain electronic copies of their final version of any coursework or portfolio work they have produced whenever possible.
- Photographic evidence can be retained for artwork where electronic copies are not possible.
- Where recordings of performances or conversations are required to be submitted to the awarding organisations, the teaching staff should make a copy of the recording and store securely until after the deadline for post results services has passed.

5.11. College is unable to distribute results as normal

Criteria for implementation: issues with the local accommodation or system failures.

- If the college is unable to access or manage the distribution of results to learners, or to facilitate post results services the examinations lead will make arrangements to access results at an alternative site.
- Where a disruption to systems occurs or college staff are unable to access the relevant systems to facilitate the import of results, another college of NCG should be contacted to request that they import the results into the MIS system if the same system is shared within the colleges.
- The local IT should be made aware in advance of key dates for results releases so that they can provide additional technical support where possible.

5.12. Awarding organisations unable to issue accurate results

Criteria for implementation: Due to system error/failure or attack on systems means significant numbers of results cannot be validated as accurate or are issued and found to be inaccurate.

- The colleges and learners will be informed of any incorrect results by the awarding organisations. The awarding organisations will re-validate results and communicate this with the college examinations lead.
- The awarding organisations are to re-issue results, via alternative format if necessary.

- Learners and parents to be kept informed through the college's website or other established method of contact.

5.13. Failure of IT Systems affecting learner examinations

Criteria for implementation: System or power failures interrupting the running of online/ on-screen examinations

- Before an examination is conducted a check of the PCs in the examination room(s) should be conducted to highlight any issues with hardware or software. The college should determine who has the responsibility for this task.

The following issues are examples which may occur when conducting online or onscreen exams:

5.13.1. Power failure

- An alternative exam room to be used if issue occurs before examination is due to start. The examination should be re-scheduled if all areas of the college are affected.
- If the examination is a fixed date examination the college examination lead, or person appointed by them, should contact the awarding organisation to inform them of the issue and request a resolution.
- A spare PC should be available in the examination room should a power failure or technical issue occur during the examination on an individual PC.

5.13.2. Learners cannot log in or the login is not recognised

- Invigilator to check and confirm login details. Once confirmed the college examination lead/ administrator should contact awarding organisation to reset login or confirm correct login.
- If awarding organisation confirms login details are correct and that there are no issues from their side, IT to be contacted to check that PCs are correct specification and have current version of Adobe Flash player and meet other requirements detailed by the awarding organisation.

5.13.3. Software does not run or open

- IT to be contacted to check PCs and software installation and correct version is installed.
- Exam to be re-scheduled if all PCs are affected and issue cannot be resolved on date of examination.
- Examination lead/ administrator to contact awarding organisation to inform of issues should the examination be a fixed date examination and resolution to be provided by awarding organisation.

5.13.4. The PC learner is using is infected with a virus

- If it is an isolated issue, the spare PC in the examination room should be used.
- Learner should be able to log into the examination and start where they left off on the other PC.
- If the examination is unable to continue the college examination lead, or person appointed by them, should contact awarding organisation to inform of issues and receive advice on actions to take e.g. apply for special consideration if it is a one-off fixed date exam or re-schedule examination.

5.14. Failure of IT Systems affecting examination administration.

Criteria for implementation: System or power failures interrupting key exams processes, such as failure of MI system at final entry deadline or on the results release date.

- Examinations lead to contact relevant awarding bodies to inform them of issue and request an extension to the deadline (for exam entries), seek confirmation in writing if this has been authorised.
- If issue is not relating to the MI system, the examinations lead should have access to another PC and location to attempt connection to the system and perform the required task. E.g. another building or work remotely.

5.15. Miscellaneous Critical Incidents

5.15.1. Specific Bad Weather Contingency Plan

- The college is responsible for informing parents and learners of the actions agreed, which may include the use of alternative venues (e.g. other public buildings nearby).
- Information should be displayed on the college's website or through another established method of contact and clear lines of communication established for the dissemination of information amongst staff.

5.15.2. National or Major Local Incident

- The college will take advice from JCQ and the awarding organisations concerned and act accordingly, keeping learners informed.
- Learners should check with the college and check the college's website or through another established method of contact for up-to-date statements and information on the running of examinations.



6. Equality and Diversity Statement

This policy will be implemented in accordance with the NCG Equality Strategy and with consideration of the guidelines of awarding organisations in relation to equality of opportunity.

NCG is committed to:

- a) Ensuring appropriate consideration for specialist examination and assessment facilities for students with disabilities.
- b) Providing clear and timely information for learners on examination regulations in relation to learners with disabilities and learners who require special consideration.
- c) Ensuring assessments are set that provide equal opportunity for all learners to demonstrate their achievement of the required learning outcomes.

Where the Academic Appeals Procedure applies to any learner with a disability, the college will make particular reference to any reasonable adjustment made or should be made for that individual. Academic appeals will also be monitored in relation to race, gender and disability.

Where alternative venues for examinations must be used, the college must ensure that the venues are appropriate to the needs of all learners.

7. Publication

Group Policy Statements are held centrally on the Group intranet.

http://intranet.ncgrp.co.uk/groupservices/Group_Policies/SitePages/Policies.aspx

8. Policy Assurance

Application of, and compliance with, Group and college policies falls within the remit of the Group Business Assurance Team and could, therefore, be subject to review.

Appendix A

Summary of college's responsibilities in the event of disruption to examinations

- Preparing plans for any disruption to exams as part of the general emergency planning of the college.
- Exam planning should routinely consider risks and contingencies, these should be formally recorded on a risk assessment and actioned accordingly.
- Preparing learners for examinations.
- Ensuring examinations and assessments are taken under the conditions prescribed by awarding organisations.
- Ensuring, where relevant, that assessment materials and candidates' work are stored under secure conditions.
- Deciding whether the college's premises can open for examinations as scheduled and informing relevant awarding organisations if they are unable to open.
- Exploring the opportunities for alternative arrangements if the college cannot open for examinations and agreeing such arrangements with the awarding organisations.
- Liaising with awarding organisations in the event of disruption to the transportation of papers.
- Ensuring awarding organisations have up-to-date contact details for the key college staff e.g. college examinations lead, with explicit direction that the Exams Manager is contactable at all times during the examination period via phone or radio.
- Ensuring there is a clear communication flow outlined from the Leadership team to the college examination lead, teaching staff and learners.
- Ensuring that learners are informed that they must be available on the allocated 'Examination Contingency Day' for the examination series.

Appendix B
Example College Plan

1. Absence of the college examinations lead

Criteria	Action
The college Leadership team is to ensure that trained, knowledgeable staff are available to keep the examination administration running without accruing late fees and disadvantaging learners, if the need arises.	Team of college staff trained in examination processes. NCG is an organisation comprising of multiple centres with trained examination staff. The college may request support from another area of NCG where the long-term absence of the examinations lead will affect the running of the examinations or the meeting of key deadlines.
Where the absence of the college examinations lead will be for an extended period of time, which would affect the running of the examinations, the use of trained examination staff from other areas of NCG may also be available as an option to the college.	See Key Contacts list
The processes for the completion of all examination processes should be fully documented and accessible to all staff of the college.	Information held in the college shared data folders [Amend where necessary if saved in another location]
Key dates information to be accessible to staff other than the examinations lead in the event of absence.	Key dates for the exams cycle are saved in [College to insert]

2. Disruption of teaching time

Criteria	Action
The college should plan to facilitate teaching and learning by an alternative method or alternative location.	Alternative teaching method: [College to insert] E.g. Moodle , Email Alternative location: [College to insert] E.g. other buildings used by the college, a local school or community buildings.
Where possible, reschedule examinations if alternative venue not available or limited to number of learners who can take exam.	For modular courses, learners should sit the examinations in the next series, if possible. Re-schedule any exams that are on-demand and discuss alternative dates with learners. Priority will be given to examinations which have fixed dates set by the

	awarding organisation and where opportunities to take the exam at a later date are not available.
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3. Disruption in the distribution of examination papers

Criteria	Action
Disruption to the distribution of examination papers to centres in advance of examinations.	Examinations lead [amend where applicable] will contact the awarding organisations who should be able to provide the college with electronic access to examination papers via a secure external network. Request fax versions if unable to receive electronically via a secure external network.
The college examination lead will ensure that copies are received, made and stored under secure conditions.	Follow usual security methods: Access to copies will be restricted to examination staff; they will be printed in a secure room with no other staff access permitted other than the examinations staff. Store in the secure storage area where examination papers are usually held in accordance with JCQ or other awarding organisation guidelines.
The awarding organisations can source alternative couriers for delivery of hardcopies of examination papers to the centre.	Examinations lead [amend where applicable] will liaise with awarding organisations and establish times for delivery if outside of usual window in order to ensure someone is available to receive them.

4. Loss of appropriate rooms to hold examinations

Criteria	Action
Alternative accommodation externally should be sought where no internal accommodation is available. Options for such accommodation should be considered in advance of examination series commencing, and listed in the college's local plan.	Priority must be given to re-allocating rooms for examinations. The college examination lead should liaise with the Estates team to find suitable alternative accommodation. A timetable of available rooms to be available to the examinations lead.

5. Insufficient number of trained invigilators available

Criteria	Action
Invigilator absence on day of examination	<p>List of trained invigilators, their availability to work (dates and times) and their contact details records held in [College to insert].</p> <p>Check if it is possible to amalgamate any of the separate rooms used for learners with access arrangements to release an invigilator.</p>
Teaching staff and support staff should be trained to support invigilation	<p>Training records held in [College to insert].</p>
Additional invigilators required due to a late change such as a change of examination location or late entries or late requests for separate rooms for learners.	<p>Check if it is possible to amalgamate any of the separate rooms used for learners with access arrangements to release an invigilator.</p> <p>Postpone on-demand exams and use that invigilation resource where there are no other staff available.</p>

6. Centre is unable to open as usual during examination period

Criteria	Action
The responsibility for making the decision on whether it is safe for the centre to open lies with the Leadership team of the college. The Leadership team is responsible for taking advice, or following instructions from relevant local or national agencies in deciding whether the centre is able to open.	<p>The Leadership team should advise the examinations lead in a timely manner of the full postal address of any alternative accommodation which affects the full cohort.</p> <p>The college examinations lead will then submit the information to all the relevant awarding organisations.</p> <p>Examinations lead will inform each awarding organisation with which examinations are due to be taken as soon as possible.</p>
Alternatively, the college may use other venues in agreement with relevant awarding organisations. For example, share facilities with other centres or use other public buildings, if possible.	<p>Alternative location; [College to insert] other buildings used by the college or local school, community buildings.</p> <p>Share facilities with other centres or use other public buildings, if possible.</p>

For certain learners, the college may be able to offer an opportunity to sit any examinations missed at the next available series.	The teaching staff and examinations lead will work together to identify any learners where this is possible.
The college may also apply to awarding organisations for special consideration for learners where they have met the minimum requirements of the qualification but have been unable to sit the remaining examinations due to the disruption.	The college examinations lead will submit this application to the relevant awarding organisation(s).

7. Learners unable to take examinations because of a crisis – centre remains open

Criteria	Action
Learners are unable to attend the centre to take examinations as normal.	College will liaise with learners to identify whether the examination can be sat at an alternative venue. College examinations lead to seek approval of alternative venue with the relevant awarding organisations.
Learners are only eligible for special consideration if they have been fully prepared and have covered the whole course but are affected by adverse circumstances beyond their control.	College examinations lead will coordinate any applications to awarding organisations for special consideration for learners where they have met the minimum requirements.

8. Learners unable to take examination that has been scheduled away from Centre

Criteria	Action
Learners are unable to attend the centre to take examinations as normal.	Where possible an alternative venue should be identified which is compliant with the awarding organisation's regulations.
On-demand examination	If the examination is available 'on demand' it may be rescheduled for another date to allow a suitable venue to be identified.
Learners are only eligible for special consideration if they have been fully prepared and have covered the whole course but are affected by adverse circumstances beyond their control	College examinations lead will coordinate any applications to awarding organisations for special consideration for learners where they have met the minimum requirements.

9. Disruption to the transportation of completed examination papers

Criteria	Action
The college will not make arrangements for transportation without approval from awarding organisations.	The examinations lead will contact the awarding organisation for updates on the required actions.
Security of completed scripts to be maintained until collection.	<p>Completed examination scripts will be stored following usual security methods:</p> <p>Store in the secure storage area that examination papers are usually held in accordance with JCQ or other awarding organisation's guidelines.</p>

10. Assessment evidence is not available to be marked

Criteria	Action
Copies of assessment are not available	<p>The examinations lead will liaise with the relevant awarding organisations and apply for special consideration for the affected learners when advised to do so.</p> <p>The learners can then retake affected assessment at a subsequent assessment window if appropriate.</p>
If large scale damage to or destruction of completed examination scripts/ assessment evidence occurs before it can be marked, the awarding organisations are to generate candidate marks for affected assessments based on other appropriate evidence of candidate achievement as defined by the awarding organisations.	The examinations lead will liaise with the relevant awarding organisation(s) and teaching staff to provide any additional information required.

11. College is unable to distribute results as normal

This may be due to issues with the local accommodation or system failures.

Criteria	Action
If the college is unable to access or manage the distribution of results to learners, they will make arrangements to access results at an alternative site.	Remote access to internal systems to be set up for nominated staff [insert role(s)] to complete task of importing results if issue is related to accommodation only.

Where a disruption to systems occurs or college staff are unable to access the relevant systems to facilitate the import of results, another college of NCG should be contacted to request that they import the results.	See Key Contacts list.
If the college is unable to facilitate post results.	Information relating to post results services to be made available to learners electronically e.g. on The College's website. Remote access to internal systems to be set up for nominated staff [insert role(s)] to complete task if issue is related to accommodation.

12. Awarding organisations unable to issue accurate results

Criteria	Action
The colleges and learners will be informed of any incorrect results by the awarding organisations. The awarding organisations will re-validate results and communicate this with the college examinations lead.	Learners and parents to be kept informed. E.g. Through the college's website. Examinations lead to provide information to [insert relevant department] to update website with information.

13. Failure of IT Systems affecting learner examinations

Processes in place to check PCs regularly to ensure when conducting examinations, the correct specification of PC and software is available on the PCs.

Staff involved in conducting examinations know process for contacting IT and systems support e.g. Helpdesk.

Criteria	Action
Power Failure	Alternative exam room to be sought if issue occurs before examination is due to start. Exam to be re-scheduled if all areas of the college are affected. If individual PCs are affected Examination lead/ administrator to contact awarding organisation to inform them of the issue should the examination be a fixed date examination and resolution to be provided by awarding organisation. A spare PC should be available in the examination room should a power

	failure or technical issue occur during the examination on an individual PC.
Software does not run or open	<p>IT to be contacted to check PCs and software installation and correct version is installed.</p> <p>Exam to be re-scheduled if all PCs are affected and issue cannot be resolved on date of examination. Examination lead/ administrator to contact awarding organisation to inform of issues should the examination be a fixed date examination and resolution to be provided by awarding organisation.</p>
PC is infected with a virus	<p>If it is an isolated issue, the spare PC in the examination room should be used.</p> <p>Learner should be able to log into the examination and start where they left off on other PC.</p> <p>If unable to continue Examination lead, or person appointed by them, should contact awarding organisation to inform of issues and receive advice on actions to take e.g. apply for special consideration if it is a one-off fixed date exam or re-schedule examination.</p>

14. Failure of IT Systems affecting examination administration.

Criteria	Action
System or power failures interrupting key exams processes, such as failure of MI system at final entry deadline or on the results release date.	<p>Examinations lead to contact relevant awarding bodies to inform them of issue and request an extension to the deadline (for exam entries), seek confirmation in writing if this has been authorised.</p> <p>If issue is not relating to the MI system, the examinations lead should have access to another PC and location to attempt connection to the system and perform the required task. E.g. another building or work remotely.</p>

15. Miscellaneous Critical Incidents

a. Specific Bad Weather Contingency Plan

Criteria	Action
The college is responsible for informing parents and learners of the actions agreed, which may include the use of alternative venues (e.g. other public buildings nearby).	The information will be displayed on the college's website.
Clear lines of communication established for the dissemination of information amongst staff.	Contact details for staff held by/ in [College to insert] .
Bad weather affecting examination staff being able to attend centre to submit examination entries by awarding organisation deadlines.	Remote access to internal systems to be set up for nominated staff [insert role(s)] to complete task if issue related to accommodation. Examinations lead to contact awarding organisation(s) to inform of issue, and where necessary, request an extension to deadline without incurring late fees.

b. National or Major Local Incident

Criteria	Action
The college will take advice from JCQ and the awarding organisations concerned and act accordingly, keeping learners informed.	College lead/ examinations lead to contact relevant awarding organisations. College Lead to make decision on whether to run examinations after guidance from awarding organisations.
Keep staff and learners informed.	Learners should check with the college and check the college's website for up-to-date statements and information on the running of examinations.

Appendix C
Key Contacts

NCG Assistant Director in Quality (TLA)

Adrian Pegg
 Office Tel: 0191 200 4320
 Mobile: 07787 283855
Adrian.pegg@ncgrp.co.uk

NCG College Contacts

College	Name	Telephone Contact	Email Contact
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